

## **Transcript: VICTORIA**

**Taylor-6489210092470272-5610688222281728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes. Uh, my name is Larry Sanders and I received a text message from y'all today saying I would be enrolled in something. Uh, can you explain that? Yeah. What's the name of the agency you work for again? Uh, Surge. Okay. Um, so they automatically enroll members into one of the medical plans they offer, the MEC TeleRx. Uh, which is a service- Well, I don't- I don't want... I don't want any of that. Okay. Uh, let me pull up your file so I can... Okay. See, I'm retired and- and I just went back to work and I don't need any type of insurance. Okay. What's the last four of your Social? 3417. Your first and last name? Larry Sanders. And if you'll verify your address and date of birth. 2326 Camelot Circle- Circle, Tupelo, Mississippi 38804. Uh, birthday 10/3/53. And then phone number is 662-321-9965? It is. And then email's gonna be ldsanderswelder53@gmail. It is. All righty. I will go ahead and decline it and you're good to go from here. Thank you very much. You're welcome. Have a good day. All right. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yes. Uh, my name is Larry Sanders and I received a text message from y'all today saying I would be enrolled in something. Uh, can you explain that?

Speaker speaker\_1: Yeah. What's the name of the agency you work for again?

Speaker speaker\_2: Uh, Surge.

Speaker speaker\_1: Okay. Um, so they automatically enroll members into one of the medical plans they offer, the MEC TeleRx. Uh, which is a service-

Speaker speaker\_2: Well, I don't- I don't want... I don't want any of that.

Speaker speaker\_1: Okay. Uh, let me pull up your file so I can...

Speaker speaker\_2: Okay. See, I'm retired and- and I just went back to work and I don't need any type of insurance.

Speaker speaker\_1: Okay. What's the last four of your Social?

Speaker speaker\_2: 3417.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Larry Sanders.

Speaker speaker\_1: And if you'll verify your address and date of birth.

Speaker speaker\_2: 2326 Camelot Circle- Circle, Tupelo, Mississippi 38804. Uh, birthday 10/3/53.

Speaker speaker\_1: And then phone number is 662-321-9965?

Speaker speaker\_2: It is.

Speaker speaker\_1: And then email's gonna be ldsanderswelder53@gmail.

Speaker speaker\_2: It is.

Speaker speaker\_1: All righty. I will go ahead and decline it and you're good to go from here.

Speaker speaker\_2: Thank you very much.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: All right. Bye-bye.

Speaker speaker\_1: Bye.